

Members

Kevin Brinegar, Chairperson
Cordelia Lewis-Burks
James Gutting
Jimmy Neal
Theresa Wright



GOVERNMENT EFFICIENCY COMMISSION SUBCOMMITTEE ON MEDICAID AND HUMAN SERVICES

LSA Staff:

Philip J. Sachtleben, Attorney for the
Subcommittee

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*Legislative Services Agency
200 West Washington Street, Suite 301
Indianapolis, Indiana 46204-2789
Tel: (317) 233-0696 Fax: (317) 232-2554*

MEETING MINUTES¹

Meeting Date: September 8, 2004
Meeting Time: 1:00 P.M.
Meeting Place: State House, 200 W. Washington St.,
Senate Chambers
Meeting City: Indianapolis, Indiana
Meeting Number: 10

Members Present: Kevin Brinegar, Chairperson; Cordelia Lewis-Burks; Theresa Wright.

Members Absent: James Gutting; Jimmy Neal.

Mr. Kevin Brinegar, Chairperson, called the meeting to order at 1:15 pm after requesting a change in meeting location from the Senate Chambers to Room 401B of the State House to accommodate the size of the gathering.

He introduced the meeting's topic, a presentation of a Legislative Services Agency (LSA) report on the organizational structure of the Office of the Secretary of Family and Social Services. Mr. Brinegar said that at the next meeting of the subcommittee on Tuesday, September 14, 2004, a report by the Lewin Group would be presented by the report's lead researcher. Mr. Brinegar indicated that after the Tuesday meeting, there would be several meetings scheduled closely together for the subcommittee to decide what recommendations to make to the full commission.

¹ Exhibits and other materials referenced in these minutes can be inspected and copied in the Legislative Information Center in Room 230 of the State House in Indianapolis, Indiana. Requests for copies may be mailed to the Legislative Information Center, Legislative Services Agency, 200 West Washington Street, Indianapolis, IN 46204-2789. A fee of \$0.15 per page and mailing costs will be charged for copies. These minutes are also available on the Internet at the General Assembly homepage. The URL address of the General Assembly homepage is <http://www.ai.org/legislative/>. No fee is charged for viewing, downloading, or printing minutes from the Internet.

Organizational Structure

Mr. Brinegar called on Ms. Karen Firestone, Legislative Services Agency, to present information contained in an LSA evaluation entitled "Issues Relating to the Organizational Structure of Office of the Secretary of Family and Social Services". Ms. Firestone provided handouts (Exhibit A) and discussed the major features of the evaluation required by P.L. 197 of 2003. Included in this presentation was discussion of the statutory structure of the Office of Secretary of Family and Social Services and the divisions that provide human services. The evaluation of the organizational structure was separated into five areas of review including the continuity of leadership, management efficiency, interagency communications, fiscal accountability, and budget.

In response to a question, Ms. Annette Biesecker, Legislative Director, Family and Social Services Administration (FSSA), said that FSSA has toll-free numbers and email addresses to report fraud, but that most reports come through state employees. She indicated that most calls to the toll-free numbers concern minor infractions rather than larger schemes.

Also, Ms. Biesecker said that FSSA conducts exit interviews and suggested that what was observed in the LSA report was better labeled attrition rather than turnover. She indicated that half of the attrition was related to state institutions and the rest may be the intentional shrinking of mid-level management.

Mr. Brinegar asked if FSSA would like to make any response or comment on the LSA report. Ms. Biesecker said that while the internal communication issue in the report focused on dually diagnosed clients, the overall response to an LSA survey indicated that FSSA got good grades on communication. Ms. Biesecker then distributed a list of efficiencies that FSSA has achieved (Exhibit B), and she discussed the list briefly.

In response to subcommittee requests, Ms. Biesecker offered to provide information on turnover at the higher levels of the agency and some exit interview data. Also, she offered information concerning improving communications at FSSA.

Mr. Brinegar adjourned the meeting at 3:05 pm.